

ADR Group Training Series

# Workplace Mediation Awareness

Raising awareness of workplace dispute management  
within the new legislative framework

“Encouraged by success elsewhere in the world, I  
commend increased use of mediation to employers,  
employees and practitioners in Great Britain”

Michael Gibbons



# Workplace Mediation Awareness

## Why take this course?

The Workplace Mediation Awareness Programme

- introduces delegates to the new legislative framework created by the 2008 Employment Act and the various processes envisaged by it for resolving workplace disputes, and
- outlines the knowledge and skills workplace managers and mediators need to operate effectively when dealing with disputes in the workplace.

The course is ideal for anyone working in human resources or line management with responsibility for others in the workforce. Delegates will receive an ADR Group Certificate of Attendance reflecting their successful participation in the training.

This unique ADR Group course provides both theoretical instruction and insight with its practical application. It is presented by highly experienced mediation trainers and practitioners and draws on two decades of ADR Group's leadership and experience in teaching effective dispute management skills.

The new ADR Group Workplace Mediation Awareness Programme is run over a half day of four hours and provides delegates with a solid understanding of how workplace disputes need to be handled to ensure compliance with the April 2009 changes in employment legislation. The personal learning format provides a rich and stimulating environment with plenty of opportunity to interact with the course trainers and fellow delegates. Group discussions, a short case study and de-briefing sessions enable delegates to understand and apply what they have learned.

## Who are we accredited by?

ADR Group is approved as a training organisation by the Solicitors' Regulatory Authority of the Law Society of England and Wales and is accredited by the Bar Council.

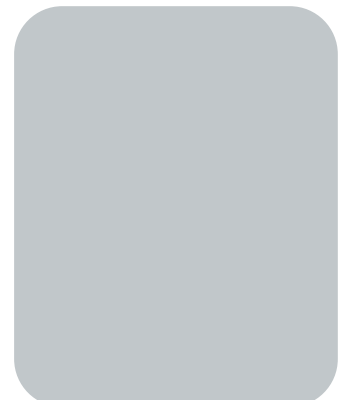
ADR Group is an NOCN Recognised Centre and our training courses are OCN validated; recognised by the Civil Mediation Council and validated by Liverpool John Moores University.

## About ADR Group?

We specialise in mediation. Established in 1989, ADR Group is the oldest provider of mediation services and training in the United Kingdom. Over the years we have advised and worked with many hundreds of leading businesses through our network of dispute resolution professionals.

- We help individuals and businesses find solutions to problems in a cost effective and speedy manner.
- We help train individuals with the skills and competencies to manage disputes within their own environments.
- We offer practical and effective guidance to resolve costly and damaging employee conflict.

We have the experience to help you and to ensure that you have the confidence to take the mediation skills acquired back into the workplace.



# Course Content and Structure

## Who should attend?

The ADR Group Workplace Mediation Awareness Programme is essential for anyone required to deal with the resolution of workplace disputes in both the private and public sectors.

- HR personnel
- Line managers
- Supply chain managers, complaints handlers and customer service representatives
- Staff advisors and counsellors
- Employment consultants
- Union representatives and policy advisors
- In-house legal directors and advisors

## Course content

This short, but concentrated programme provides an overview of and introduction to

- The new workplace conflict resolution framework in context - the 2009 changes to the law, the Gibbons Review and the new ACAS Code of practice and guide
- How to deal with disputes correctly in terms of the new legislative framework
- The mechanism of workplace conflict and the levels at which it operates
- The full spectrum of possible interventions in workplace dispute resolution
- Workplace mediation's core elements
- How to assist parties to formal dispute resolution
- The procedure and practicalities of a formal workplace mediation
- Putting this knowledge into practice in a short case study

Upon completion of the course, delegates will have a working understanding of:

- how disputes arise
- how early intervention is most effectively achieved
- the processes involved in workplace dispute resolution
- how practically to make arrangements for and prepare parties for a workplace mediation

Delegates will receive a pack of background materials, which they will find helpful to read in advance.

## Course structure and assessment

### Award of accreditation

There is no formal assessment and delegates who complete the course will receive an ADR Group Certificate of Attendance reflecting their successful participation in the training.

## Additional Course Information

### Entry requirements

There are no formal entry requirements. Knowledge of HR and employee relations are an obvious advantage.

### Time commitment

Four hours.

To achieve an ADR Group Certificate of Attendance you will need to attend all four hours. The course is registered as 4 hours of CPD

### What does the course fee include?

All learning materials for the course, tuition and face-to-face trainer support, and refreshments. Meals and accommodation are not included. ADR Group has preferred rates with selected hotels. Please contact ADR Group for further details.

### How to apply

Should you have any queries relating to this course or wish to discuss any aspect of the training, please contact a member of our training team on 0800 61 61 30.

An application form is included with this brochure and once complete should be sent to:

ADR Group  
Grove House  
Grove Road  
Redland  
Bristol, BS6 6UN

Alternatively your application can either be faxed on 0117 946 7181 or emailed to [training@adrgroup.co.uk](mailto:training@adrgroup.co.uk)

### Course Schedule 2009

#### 23 February

Location - Bristol  
Course code - WAB230209

#### 24 June

Location - London  
Course code - WAL240609

#### 15 September

Location - Oxford  
Course code - WAO150909

*“The learning I gained during this course has been invaluable. As a mediation sceptic, I have been converted and on returning to work used the tools and techniques, from Day One”*

Nichola Mann  
HR Manager  
Delphi Diesel Systems

PLEASE COMPLETE AND RETURN TO:

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Bristol  
BS6 6UN



Fax: 0117 946 7181

Email: [training@adrgroup.co.uk](mailto:training@adrgroup.co.uk)

# Application Form - Part I

## Personal Details

Title: \_\_\_\_\_ First name: \_\_\_\_\_

Surname: \_\_\_\_\_

Home address: \_\_\_\_\_  
\_\_\_\_\_

Postcode: \_\_\_\_\_

Home tel: \_\_\_\_\_

Home email: \_\_\_\_\_

Mobile tel: \_\_\_\_\_

## Employment Details

Work title: \_\_\_\_\_

Organisation: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Post code: \_\_\_\_\_

Tel: \_\_\_\_\_

Email address: \_\_\_\_\_

Please indicate to which address all correspondence should be sent

Home

Work

Do you have regular access to internet either at home or work? YES / NO

Do you have any special dietary requirements?  
\_\_\_\_\_  
\_\_\_\_\_

## Additional Information

Please indicate any special requirements you may have so we can make any reasonable adjustments to help support you in your training.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please provide a brief summary of your education, academic and professional qualifications including information on your career and current position.  
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Please state why you want to enrol on this course, what you hope to achieve and details of any specific development requirements.  
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Are you a member of any professional bodies? Please list.  
\_\_\_\_\_  
\_\_\_\_\_

## Application Form - Part 2

### Booking Confirmation

I wish to confirm my booking on the following course:

Course Name:	Workplace Mediation Awareness Programme	
Course Date:	February 23 Bristol	<input type="checkbox"/>
	June 24 London	<input type="checkbox"/>
	September 15 Oxford	<input type="checkbox"/>

### Course Cost

Course Amount	£375.00
Plus VAT	£ 56.25
Total Payable:	£431.25

I hereby agree to ADR Group's terms and conditions

Delegate's signature:

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Date: \_\_\_\_\_

### Payment Methods

Payment can be made by one of the following:

#### Cheques

Cheques should be made payable to **IDR Europe Limited** and be returned to Grove House, Grove Road, Redland, Bristol, BS6 6UN

#### Bank transfer

Payment direct into the account of **IDR Europe Limited**  
Account number: 01063084  
Sort code: 30-00-01  
Remittance should be sent to Grove House, Grove Road, Redland, Bristol, BS6 6UN

#### Credit card

Should you wish to pay by credit card, please complete the details below:

Card type: Visa / Solo / Switch / Mastercard / Maestro

Name on card: \_\_\_\_\_

Card number: \_\_\_\_\_

Start date: \_\_\_\_\_ Expiry date: \_\_\_\_\_

I agree to the amount of £ \_\_\_\_\_ being debited from this card

Signature of cardholder: \_\_\_\_\_

Please do not disclose you 3 digit authorisation code. We will contact you upon receipt of your application form to process the payment.

**Please ensure both parts of the application form are returned**

# Terms & Conditions

## Acceptance

Your acceptance onto the course is subject to receipt of a completed application form and full payment of the appropriate course fee. Course places will be allocated in date order of receipt of completed application forms. ADR Group's decision is final. Your acceptance will be confirmed in writing.

## Payment

Course fees are payable in Pound Sterling and all are exclusive of VAT.

## Attendance and Participation

When you register to attend the course you make a commitment to complete all necessary course work to the best of your ability. Attendance on all course dates is compulsory. Delay in completing or submitting any required coursework or assignments may result in delay of the final assessment.

## Joining Instructions

You will be sent joining instructions and full course information to the identified physical address or email contained in the application form.

## Course Materials

At the commencement of the course you will be provided with a course manual and all course materials. Where appropriate you will be provided with, in advance of the course commencing, the required pre-course learning through CD-rom or web-based programmes. Ownership of all intellectual property rights in the course materials belongs to IDR Europe Limited. Although all necessary care and attentions have been taken by ADR Group to ensure accuracy, neither we nor the course tutors can in any circumstances accept responsibility for any errors, omissions or advice given in the course materials or during the delivery of the course itself. Course materials are intended for general training purposes only and independent professional advice should be sought before applying any information to specific circumstances.

## Transfers

After acceptance onto a course delegates may transfer to a later course subject to availability. Notice to transfer must be in writing. If notice to transfer is received at least 21 days prior to the commencement of the course, no transfer fee will apply. If notice to transfer is received less than 20 days prior to the commencement of the course an administrative charge of 15% of the course fee will be levied. If the transfer is subsequently cancelled or the delegate fails to attend, the full course fees including the transfer charge will remain payable.

## Cancellation

Notice to cancel must be in writing. If notice to cancel is received at least 21 days prior to the commencement of the course, a cancellation charge of 10% will be levied. If notice to cancel is received less than 20 days prior to the commencement of the course, we regret that we cannot refund the course fee. ADR Group will accept a 'replacement' delegate subject to an administrative charge of 15% of the course fee. If the transfer is subsequently cancelled or the delegate fails to attend, the full course fees including the transfer charge will remain payable.

ADR Group reserves the right to make amendments to the course (including dates, programmes, tutor and/or materials) or to cancel the course without liability. Should the course be cancelled by us, delegates will be offered a place on an alternative programme, or a credit or full refund of the course fees only will be given.

## Data Protection

ADR Group acknowledges that data supplied to it for the purposes of this agreement may comprise personal data. The delegate hereby appoints ADR Group as a data processor in relation to the personal data. For the purposes of this clause, "personal data" will have the meaning given it in the Data Protection Act 1998.

ADR Group undertakes that it will:

- i) use the personal data solely for the purposes of this agreement and solely in accordance with the instructions of the delegate; and
- ii) act only on instruction from the delegate; and
- iii) ensure that appropriate technical and organisational measures are taken against unauthorised or unlawful processing of personal data and against accidental loss, or destruction of, or damage to such personal data.

## Force Majeure

ADR Group will be released from its obligations under this agreement to the extent that performance of such obligations is delayed hindered or prevented by an event of force majeure provided that:

- i) on becoming aware of any event of force majeure which gives rise, or which is likely to give rise, to any failure or delay in the performance of its obligations under this agreement, it notifies the delegates by the most expeditious method available, giving details of the event of force majeure, the obligations on its part which are affected and its reasonable estimate of the period for which such failure or delay shall continue; and
- ii) it takes all reasonable steps to prevent, avoid, overcome and mitigate the effects of such event of force majeure.

## General

The agreement and the provision of training services shall be governed and construed according to English Law.